



Behavioral Health Timely Filing Waiver Request Form

Claims are considered timely when they are received by PhTech within 120 days of the date of service. Timely filing waivers will only be considered for claims with dates of service that fall within **365 days of receipt of the completed waiver request** and in the event of extenuating circumstances which caused the 120 day deadline to be missed.

Requestor Contact Information

Date of Request:	
Contact Name:	Agency:
Contact Phone:	Contact Email:

Date range of affected claims

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County breakdown of affected claims

	# of Claims	Total Dollars	Notes/Additional Information
Clackamas			
Multnomah			
Washington			

Describe the extenuating circumstance(s) that prevented the claims from being received by PH Tech within the 120-day timely filing deadline. Provide an explanation of the situation and how it impacted your claims submission.

Describe the steps that have been taken to correct this issue for claims submissions moving forward and the date of implementation.

Please submit this completed form along with an electronic spreadsheet of denied claims for which a waiver is being requested to: billingsupport@multco.us.

Please include all claims which were affected by the specific extenuating circumstance which adversely affected your claims processing and prompted you to submit this timely filing waiver request.

Please specify (preferably within the subject line) that the request is for a **timely filing waiver**. Do not refer to the request as an appeal or grievance, doing so will cause a delay in resolution of the request as grievances and appeals are handled through a different process.

An electronic claims spreadsheet must be attached with (at minimum) the following claim information: CIM claim number, date of service, billed amount for each claim line.

If technical assistance is needed to prepare your request, please contact any of the three Health Share Behavioral Health Plan Partner billing support teams at:

- Clackamas County: clackamasbillingsupport@multco.us
- Multnomah County: billingsupport@multco.us
- Washington County: billingsupport@co.washington.or.us